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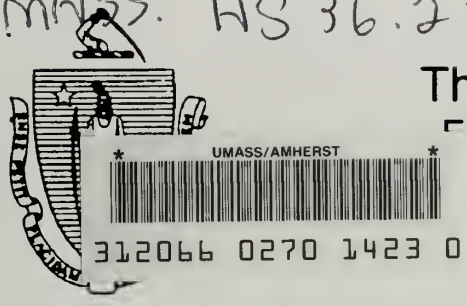

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Division of Health Care Quality
10 West Street, 5th Floor, Boston, MA 02111
(617) 753-8000

ARGEO PAUL CELLUCCI
GOVERNOR

JANE SWIFT
LIEUTENANT GOVERNOR

WILLIAM D. O'LEARY
SECRETARY

HOWARD K. KOH, M.D., MPH
COMMISSIONER

Dear Friend,

Enclosed please find the **state-wide** *Survey Performance Tool* results that you requested. The Massachusetts Department of Public Health is pleased to make this information available to you to help evaluate the quality of care provided by the state's Medicare and Medicaid certified nursing facilities. Nursing homes care for more than 55,000 people in Massachusetts, providing both long term care for frail elders, the disabled and the chronically ill as well as short-term care for individuals who have been hospitalized and need a period of medical monitoring and/or rehabilitation before they can return home.

The Department in conjunction with the Massachusetts Extended Care Federation (MECF), an organization which represents Massachusetts nursing homes, developed the new survey tool to make the state's survey results more available and understandable to consumers. It is our hope that it will assist in the evaluation of a nursing home you may be considering for yourself or a loved one. However, it is only a first step in the process of choosing a nursing home. The tool should not substitute for a your own thorough evaluation of a nursing home under consideration. Suggestions and recommendations to assist in that evaluation are also enclosed. ***Most importantly, be sure to always visit each home under consideration and spend time talking with residents, families and staff members***.

The survey performance tool is available through the internet on the Division's home page at **www.state.ma.us/dph/hcqskel.htm**. If you have any questions or comments about the survey performance tool please write to us at the above address or call 1-800-493-8333.

Very truly yours,

Paul I. Dreyer

Paul I. Dreyer, Ph.D.
Director

Nursing Home Information for Consumers

The Division of Health Care Quality is pleased to make nursing home survey information available to consumers to help evaluate the quality of care provided by the state's Medicare and Medicaid certified nursing homes. The Division inspects nursing homes at least every 9-15 months to assess compliance with federal standards of care such as adequacy of staffing, quality of care and cleanliness of facilities. In addition, as necessary, the Division investigates complaints and serious incidents occurring within a nursing home.

About the Surveys:

- Surveys are unannounced
- Surveyors are health care professionals such as registered nurses and licensed social workers
- A survey report is sent to the nursing home after each survey
- If standards are not met, then the nursing home must submit a plan of correction to the Division
- In some cases, a follow-up survey is made to verify that standards that were initially found not met are corrected

The Division's reports are technical in nature; therefore, they are sometimes difficult for consumers to interpret. In an effort to make survey results more available and understandable, the Division in conjunction with the Massachusetts Extended Care Federation, which represents nursing facility providers throughout the state, created a tool called the "***Survey Performance Tool for Nursing Homes***."

About the Survey Performance Tool:

- The tool has been developed to aid consumers in their choice of a nursing home
- The tool uses existing data collected through the Division's surveys
- Consumers can evaluate and compare facilities in five categories of:

  Administration
  Nursing
  Resident Rights
  Kitchen/Food Services
  Environment

- The tool evaluates 132 items that have been reviewed during the last *three* standard surveys (44 selected items on each survey)
- The tool reports the number of requirements in each category that are in compliance and reports a total overall performance
- The home's score is adjusted to reflect deficiencies which were cited as a result of complaint or serious incident investigations conducted since January 1, 1998 or within one year of the most recent standard survey, whichever is later are included in the scoring. Only investigations that result in a deficiency citation are reflected in the tool. Information about

investigations is available from the Division's ***Public Information*** Unit

- Consumers can use these reports to compare a nursing home's performance to the performance of other nursing homes
- A new report is generated after each new survey
- New homes that have not experienced three surveys are not included
- The home's score is adjusted to reflect the Scope and Severity ratings of all deficiencies cited.
- The tool is only available for certified nursing homes that have received three standard surveys since January 1, 1996. Facilities will be added to the tool as surveys are completed.
- Facilities that are licensed only and do not participate in Medicare or Medicaid are not included in the tool. Consumers may call the Division at (617) 753-8118 or 1-800-493-8333 to obtain survey information on facilities for which no tool is available.

Choosing a Nursing Home:

We hope that this tool assists the public in making informed choices when considering a nursing home for placement. We caution that no one document can adequately assess the appropriateness of a nursing home for a potential placement. *The information provided in the Survey Performance Tool for Nursing Homes can not substitute for a personal visit and thorough review of a nursing home when choosing a facility for yourself or a loved one.* Consumers should always visit each facility they are considering and spend time touring the facility and talking with residents, families and staff members. To get more information and tips on choosing a nursing home refer to the enclosure ***Choosing a Nursing Home.***

Resources Available:

There are many resources available from your community to help with decisions about the quality of nursing home care or about alternative models of care. Exploring all of your options will ensure that you make the most informed choice possible. To get more information about the resources that are available, refer to the enclosure ***Resource List.***

Choosing a Nursing Home

Choosing a nursing home for yourself or a loved one is a very important decision. Discuss the issue thoroughly with the individual involved and his or her personal physician. Consider what the travel limits are for those who will be visiting the person receiving services and identify the communities and nursing homes within those limits. For help and information on facility locations and specialized services you should contact several of the consumer and provider organizations included in the ***Resource List***.

Step 1: Gather information and prepare for a personal visit to the nursing home

- Contact the facility's admissions representative to schedule an appointment for an informational meeting and tour of each facility. Ask for a copy of the facility's brochure, admissions policies, and the resident's bill of rights.
- Contact the Executive Office of Elder Affairs and ask to speak with the ombudsman who covers the facilities you are interested in looking at.
- Contact the Massachusetts Department of Public Health, Division of Health Care Quality's homepage at http://www.state.ma.us/dph/hcqskel.htm or call (617) 753-8118 or 1-800-493-8333 to get the "Survey Performance Tool for Nursing Homes" or a copy of survey findings and complaint reports for the facilities under consideration.

Step 2: Visit each of the nursing homes

- Visit the nursing home and meet with the admissions representative or administrator
- Tour the nursing home and observe staff interactions with residents
- Take the time to speak with residents and family members about their experiences
- Ask questions and make observations. For assistance with this task refer to the enclosure.

Step 3: Narrow your choices and make a selection

- Narrow choices and re-visit the facilities under consideration again at a different time of day if possible
- Contact the admissions staff for advise about the admission process
- Meet with the administrator and key staff to discuss specific concerns you may have about care needs and personal preferences
- Ask to participate in care planning decisions
- Be sure to visit often and remain involved in your loved one's ongoing care

Resource List for Nursing Home Consumers

This is a partial listing of frequently used resources. When contacting any of the organizations listed below, be sure to ask if they have suggestions about additional resources you may want to contact.

Government Agencies

Massachusetts Department of Public Health
Division of Health Care Quality
Telephone: (617) 753-8000
Survey Tool Information: (617) 753-8118
Web Site: **http://www.state.ma.us/dph/hcqskel.htm**

Massachusetts Executive Office of Elder Affairs
General Information & Referral Assistance (9am-5pm)
Telephone: (617) 727-7750 or 1-800-882-2003
(24 hours) 1-800-882-2275

Massachusetts Division of Medical Assistance
Client Services, Medicaid Eligibility
Telephone: (617) 210-5000

Massachusetts Division of Insurance
Consumer Services Section
Information on Long-Term Care Insurance
Telephone: (617) 521-7777

Massachusetts Office of the Attorney General
Consumer Protection Division
Telephone: (617) 727-8400

Consumer and Provider Service Organizations

Alzheimer's Association of Eastern Massachusetts
Telephone: (617) 494-5150 Helpline: 1-800-548-2111

Massachusetts Aging Services Association, Inc.
Telephone: (617) 423-0718
Web Site: **http://www.MassAging.org**

Living is for the Elderly (LIFE) Nursing Home Resident Advocacy Group
Telephone: (781) 646-1000 ext. 4733

Massachusetts Extended Care Federation
Telephone: (617) 558-0202
Web Site: **http://www.mecf.org**

Massachusetts Elderline, General Consumer Information on
Free Prescription Drug Program and
Services for the Elderly
Telephone: 1-800-AGE-INFO

Hospice Federation of Massachusetts
Telephone: (781) 225-7077
Website: **http://www.hospiceFed.org**

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in 2014

https://archive.org/details/surveyperformanc999mass

Suggested Topics & Questions

Health Care and Services:

- Can residents retain their personal physician if they wish?
- Will a resident be moved out of the facility if additional care is needed?
- Do residents have input in the development of care plans?
- Are rehabilitation programs and therapies offered, as appropriate?
- What are the policies on "do not resuscitate" and "advance directives"?
- If applicable, does the facility meet the Alzheimer's Association criteria?
- Does the facility offer specialized programs or services?

Staffing:

- What is the staff to resident ratio?
- What are the facility's hiring and staffing policies?
- How are prospective employees screened?
- What kind of training do new employees receive?

Accommodations:

- Is there adequate privacy and space in resident rooms?
- What personal possessions are permitted in resident rooms?
- How are items protected from theft?
- If rooms are shared, how are roommates selected?
- What happens if roommates are not compatible?
- What are the policies on transfer and relocation of residents?
- Are there activity rooms and lounge areas for resident use?
- Are the bathing and food preparation areas clean and accessible?

Meals and Resident Activities:

- Are meals served in an appealing manner and at proper temperature?
- Ask to sample a meal.
- Are there food choices?
- Are there accommodations for special diets?
- Are snacks and drinks available between meals?
- Is there an active residents' council?
- Are special events held at or outside the facility and what is scheduled?
- Are there religious or cultural activities offered?

Family Visits:

- What are the facility's policies concerning family visits?
- Are there designated visiting hours?
- What space is available for visits?
- Are there limitations on the number of visitors or frequency of visits?
- Are family members permitted to join relatives for occasional meals?

Payment Policies:

- Is the facility approved to accept Medicare or Medicaid patients?
- What is the billing and payment policy?
- What is included in the daily/monthly rate?
- Are there any additional charges?
- How long will the bed be held if the resident is hospitalized?

Facility Environment:

- Do the residents appear to be well cared for, properly groomed, and dressed appropriately for the season and time of day?
- Do staff seem to be friendly, caring and accommodating to residents, visitors and others?
- Do staff members respond promptly to resident's requests?
- Is the facility clean?
- Are there strong odors in the facility?
- Is the facility well maintained, pleasing and cheerful?
- Are the exits clearly marked and accessible?

Survey Reports:

- When was the facility's last survey conducted?
- Is the most recent survey report available in the facility? If so, where?
- Have cited deficiencies been corrected?
- If corrected, when and how were they corrected?
- How will the facility prevent them from recurring?
- If deficiencies are not yet corrected, what is the facility's plan for correcting?

Survey Performance Tool for Nursing Homes

Statewide Sorted by City/Town

Updated for Surveys Processed as of: 3/31/99

Massachusetts Department of Public Health
Division of Health Care Quality
10 West Street
Boston, MA 02111
Telephone: 1-800-493-8333

The statewide *Survey Performance Tool for Nursing Home* results are presented on the following pages. Facilities are listed alphabetically by the city or town where they are located. The following table gives the maximum score possible and the statewide average performance in each category.

Maximum Score Possible - refers to the number of items in each category of the tool and is the best score that a nursing home can achieve.

Statewide Average - shows the performance of the average facility in Massachusetts for each category of the tool, and in total. The average facility achieved a total score of 124 points.

	Administration	Nursing	Resident Rights	Food Service	Environment	Total
Maximum Possible Score	39	33	27	12	21	132
Statewide Average	36	29	26	12	21	124

Explanatory Comments for Interpreting the columns on
State-Wide Survey Performance Tool

Column 1:
Facility - Name of facility

Column 2:
Standard Survey Dates - lists dates of the standard surveys that are used to Calculate the nursing home's score(s). These visits are unannounced and are conducted at least every 9-15 months to assess compliance with federal requirements.

Column 3:
Complaint Investigation(s) - lists dates of complaint and serious incident investigation during which a deficiency was cited. The Division of Health Care Quality investigates complaints and serious incidents occurring within a nursing home as necessary. If deficiencies were cited as a result of such an investigation, conducted since January 1, 1998 or within one year of the most recent standard survey, whichever is later, the investigation date is listed. If there were no deficiencies cited as a result of complaint investigations conducted during this time period, or there were no complaint investigation conducted during the period, the column contains an asterisk. Dates of investigations not resulting in a deficiency citation are not reflected in the tool. To obtain more information, contact the Division's Public Information office at (617) 753-8118. If the Division has initiated an enforcement action since the oldest standard survey, this column contains a "Y". Otherwise, the column contains an "N".

Columns 4-8:
Categories - Administration, Nursing, Resident Rights, Food Services, Environment - lists the facility's score in each of the five categories.

Column 9:
Total - lists the facility's overall total score after adjustment for scope and severity. It is the sum of the scores for all categories reviewed in the tool. The maximum possible score is 132.

05/19/99

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
ABINGTON								
COLONY HOUSE NURSING & REHAB CENTER	01/20/99 02/04/98 01/15/97	06/02/98	37	31	26	10	21	125
MILDRED ALFORD NURSING HOME	05/04/98 04/28/97 04/25/96	*	35	30	26	12	20	123
ACTON								
SUBURBAN MANOR REHAB NURSING CENTER	07/14/98 08/04/97 07/15/96	*	33	23	24	12	21	113
AGAWAM								
COUNTRY ESTATES OF AGAWAM	01/14/99 12/08/97 03/11/97	*	39	33	27	12	21	132
HERITAGE HALL EAST NURS & REHAB CTR	12/04/98 10/28/97 10/23/96	06/04/98	30	23	23	12	21	109
HERITAGE HALL NORTH NURSING HOME	01/05/99 02/05/98 02/06/97	*	39	33	27	12	21	132
HERITAGE HALL SOUTH NURSING HOME	03/31/99 04/06/98 04/03/97	10/19/98	33	19	26	12	21	111
HERITAGE HALL WEST NURSING HOME	12/09/98 09/23/97 07/12/96	*	33	27	24	12	20	116
AMESBURY								
HARBORSIDE HLTHCRE AMESBURY R&SNC	08/03/98 05/30/97 04/03/96	*	36	29	27	12	21	125
MARINER HLTH CRE OF MERRIMACK VALLE	11/20/98 08/25/97 07/17/96	*	39	33	27	12	21	132
AMHERST								
CTR FOR EXTENDED CARE @ AMHERST	11/19/98 01/08/98 12/10/96	09/29/98	31	31	23	12	21	118

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
ANDOVER								
ACADEMY MANOR OF ANDOVER NURS HOME	02/10/99 05/18/98 07/10/97	12/29/98	37	31	27	11	19	125
PHILIPS ANDOVER NURSING HOME	07/13/98 04/08/97 02/26/96	*	38	33	27	12	21	131
WINGATE AT ANDOVER R&SN RESIDENCE	02/23/99 03/16/98 04/17/97	02/02/99	38	30	27	12	19	126
ARLINGTON								
PARK AVE NURS & REHAB CENTER	09/15/98 08/12/97 07/10/96	*	37	31	26	12	21	127
TRANS CARE UNIT @ MED CTR @ SYMMES	08/25/98 07/03/97 06/21/96	*	37	33	27	11	21	129
ATHOL								
QUABBIN VALLEY HEALTHCARE	05/05/98 07/17/97 06/25/96	*	39	30	27	12	21	129
ATTLEBORO								
BRISTOL NURSING HOME	10/13/98 09/10/97 09/12/96	*	35	23	22	11	17	108
LIFE CARE CTR OF ATTLEBORO	10/21/98 10/31/97 10/10/96	*	36	30	26	12	21	125
PLEASANT MANOR H&R CENTER	03/24/99 02/23/98 04/16/97	*	37	32	26	12	21	128
RIDGEWOOD COURT NURSING & REHAB CTR	02/02/99 12/03/97 10/22/96	*	38	33	27	12	21	131
AUBURN								
LIFE CARE CTR OF AUBURN	06/09/98 03/21/97 02/23/96	*	35	15	27	12	18	107

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
AYER								
APPLE VALLEY NURS & REHAB CTR	08/19/98 06/09/97 04/26/96	*	39	33	27	12	21	132
WOODFORD OF AYER	08/27/98 07/02/97 05/21/96	*	37	32	27	12	20	128
BARNSTABLE								
CAPE COD HOSP EXT CARE COMM MANOR	03/09/99 12/16/97 11/07/96	07/23/98	37	30	27	10	19	123
CAPE COD HOSP EXT CRE COMM PAVILION	03/09/99 12/24/97 11/27/96	*	36	33	27	12	21	129
CAPE REGENCY NURSING & REHAB CENTER	11/09/98 09/18/97 08/06/96	*	36	30	27	11	21	125
GREENERY REHAB & SNC AT HYANNIS	09/08/98 08/27/97 09/13/96	*	35	30	25	10	20	120
BEDFORD								
CARLETON-WILLARD VILLAGE RET & NC	11/25/98 12/04/97 11/01/96	*	39	31	27	11	21	129
BELMONT								
BELMONT MANOR NURSING HOME, INC.	11/13/98 09/23/97 09/19/96	*	39	33	27	12	21	132
BEVERLY								
BLUEBERRY HILL HEALTHCARE NURS HOME	11/23/98 01/02/98 10/30/96	*	39	33	27	12	21	132
GREENERY EXT CARE CENTER OF BEVERLY	11/06/98 09/02/97 08/27/96	09/24/98	34	32	25	12	21	124
LEDGEWOOD REHAB & SKLD NURSING CTR	12/04/98 12/16/97 11/13/96	*	38	32	26	11	21	128

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
BEVERLY								
SUNRISE CARE REHAB FOR BEVERLY	10/13/98 09/25/97 09/18/96	*	36	32	24	12	18	122
BILLERICA								
LIFE CARE CTR OF MERRIMACK VALLEY	06/02/98 07/30/97 06/04/96	*	39	33	27	12	21	132
NEW ENGLAND PEDIATRIC CARE	09/09/98 08/06/97 07/29/96	*	39	33	27	12	21	132
BLACKSTONE								
BLACKSTONE NURSING HOME	06/29/98 04/11/97 04/29/96	*	36	31	26	12	21	126
BOSTON								
ADULT TCU @ NEW ENGLAND MED CTR	07/10/98 04/16/97 04/25/96	*	39	33	27	12	21	132
ARMENIAN NURSING & REHAB CENTER	01/27/98 02/10/97 03/01/96	06/10/98	39	33	27	12	18	129
BENJAMIN HEALTHCARE CENTER	08/28/98 06/10/97 05/14/96	07/10/98 07/09/98	27	12	27	12	21	99
BETH ISRAEL DEACONESS TCU	12/07/98 12/17/97 12/17/96	*	39	33	27	12	21	132
BOSTON CTR REHAB SUBACUTE CARE (THE	01/29/99 11/18/97 11/19/96	*	30	21	24	12	18	105
BOSTON HOME, INC. (THE)	09/08/98 06/24/97 05/31/96	*	38	33	27	12	21	131
BROOK FARM REHAB & NURSING CENTRE	05/20/98 08/05/97 07/29/96	06/08/98	38	31	24	12	21	126

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
			BOSTON					
CARNEY HOSPITAL TRANS CARE UNIT	08/13/98 08/13/97 08/28/96	*	39	33	27	12	21	132
DON ORIONE NURSING HOME	03/26/99 04/22/98 03/05/97	12/01/98	36	27	25	12	21	121
GERMAN CENTRE FOR EXTENDED CARE	01/12/99 10/09/97 10/03/96	*	39	29	26	12	21	127
GODDARD HOUSE, A RET & NURSING HOME	10/28/98 12/03/97 11/26/96	07/27/98	39	33	27	11	21	131
GREENERY REHABILITATION CENTER	09/17/98 09/16/97 08/22/96	03/15/99 06/16/98	31	31	26	12	18	118
HANCOCK MANOR NURSING HOME	03/06/98 03/14/97 03/14/96	02/23/99 10/22/98	29	17	22	10	19	97
HYDE PARK CONVALESCENT HOME, INC.	01/25/99 10/16/97 10/10/96	*	39	31	27	12	21	130
JORDAN REHABILITATION & NURS CENTER	12/22/98 10/06/97 10/01/96	*	39	33	27	12	21	132
LAUREL RIDGE REHAB & NURSING CENTER	08/20/98 05/21/97 04/22/96	*	39	32	27	12	21	131
LTC AT NEPONSET: BOSTONIAN NC&R CTR	02/18/99 12/08/97 12/05/96	*	33	33	27	12	21	126
MARIAN MANOR	03/05/98 04/10/97 03/15/96	08/25/98 03/03/98	38	33	27	12	21	131
MARINER HEALTH CARE AT LONGWOOD	02/04/99 11/05/97 10/21/96	*	37	0	26	12	20	95
NEPONSET CIRCLE SN&R CENTER II, INC	10/15/98 08/28/97 07/25/96	*	39	32	25	12	21	129

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
			BOSTON					
NORTH END COMMUNITY NURS HOME (THE)	01/13/99 12/23/97 11/08/96	04/28/98	36	31	25	12	21	125
PARKWELL	02/10/99 12/11/97 12/12/96	*	39	31	26	12	21	129
POND VIEW NURSING FACILITY	12/15/98 10/29/97 10/24/96	*	39	32	27	12	21	131
PRESENTATION NURSING & REHAB CENTER	02/11/98 02/21/97 03/04/96	02/03/99	35	27	24	12	17	115
PROVIDENT SKILLED NURS CTR THE	01/12/99 10/14/97 11/07/96	*	38	32	26	12	21	129
RIVERSIDE NURSING HOME	09/24/98 08/19/97 09/05/96	*	35	27	25	8	20	115
SHERRILL HOUSE, INC.	03/02/98 04/18/97 03/06/96	06/10/98	38	32	27	11	21	129
SOUTH COVE MANOR NURSING HOME	12/30/98 10/22/97 10/10/96	*	39	33	27	12	21	132
SPAULDING REHAB HOSP TCU	07/17/98 05/29/97 05/02/96	*	39	33	26	12	21	131
ST ELIZABETHS MEDICAL CENTER TCU	12/02/98 11/19/97 10/31/96	*	39	33	27	12	21	132
ST JOSEPH HOME	03/26/99 02/03/98 01/16/97	*	39	33	27	12	21	132
STAR OF DAVID NR & ALZHEIMERS C CTR	12/22/98 07/23/97 06/25/96	*	33	15	25	12	21	106
STONEHEDGE CONVALESCENT CENTER, INC	11/13/98 12/15/97 01/15/97	11/19/98	38	33	24	11	21	127

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
BOSTON								
SUNRISE CARE & REHAB FOR BRIGHTON	12/10/98 08/11/97 07/22/96	*	37	19	24	12	21	113
SUNRISE CARE REHAB FOR EAST BOSTON	10/26/98 01/08/98 10/23/96	*	35	29	21	12	21	118
TRANS CARE UNIT @ BOSTON MED CTR	09/16/98 07/16/97 06/12/96	*	39	33	27	12	21	132
UNION SQUARE NURSING CENTER	10/09/98 10/14/97 06/20/96	*	38	31	26	12	17	124
VILLAGE MANOR NURSING HOME, INC.	02/04/98 01/27/97 01/30/96	06/02/98	33	23	24	12	19	111
WEST ROXBURY MANOR NURSING HOME	05/07/98 07/02/97 07/02/96	*	33	23	27	12	21	116
WINGATE AT BRIGHTON REHAB & SN RESI	09/18/98 08/22/97 07/02/96	*	39	15	27	12	21	114
BOURNE								
BOURNE MANOR EXTENDED CARE FACILITY	11/19/98 10/01/97 10/28/96	*	39	32	25	12	20	128
CAPE COD NURSING & REHAB CENTER	08/28/98 07/17/97 04/10/96	*	39	32	26	11	20	128
BRAINTREE								
ELIHU WHITE NURSING & REHAB CENTER	09/03/98 08/26/97 07/22/96	*	39	32	24	11	21	127
FRANVALE NURSING HOME (THE)	01/29/98 02/19/97 03/14/96	05/26/98	0	-18	-3	10	13	2
JOHN SCOTT HOUSE N&R CENTER	05/04/98 05/07/97 05/24/96	*	37	30	24	12	20	123

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
BRAINTREE								
OLYMPUS HEALTHCARE CTR - BRAINTREE	03/10/99 03/12/98 05/13/97	11/03/98	21	29	22	5	17	94
OLYMPUS HEALTHCARE CTR - HOLLINGSWO	02/22/99 09/17/97 06/25/96	06/24/98	29	28	25	10	20	112
BREWSTER								
BREWSTER SENIOR CARE CENTER	12/11/98 01/20/98 10/25/96	07/02/98	36	28	25	10	20	119
PLEASANT BAY NURSING & REHAB CENTER	11/30/98 08/14/97 05/03/96	*	39	33	27	12	21	132
BRIDGEWATER								
BRIDGEWATER NURSING HOME	03/16/99 03/24/98 07/01/97	*	38	25	23	9	21	116
BROCKTON								
BAYPOINTE REHAB & SKILLED CARE CTR	09/22/98 09/18/97 09/09/96	06/08/98	39	32	26	12	21	130
BRAEMOOR REHAB & NURSING CTR, INC.	04/02/98 03/28/97 03/29/96	*	39	33	27	12	21	132
EMBASSY HOUSE SKLD NURS & REHAB CTR	10/13/98 10/08/97 10/09/96	*	35	32	17	10	17	111
GREENWOOD TERRACE	03/03/98 06/30/97 08/15/96	*	38	29	24	8	17	116
GUARDIAN CENTER (THE)	08/26/98 06/26/97 06/07/96	*	33	31	25	10	20	119
REGENT PARK LONG-TERM CARE CENTER	08/12/98 08/18/97 08/07/96	*	39	33	27	12	21	132

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
BROCKTON								
ST JOSEPH MANOR NURSING HOME	09/29/98 07/16/97 06/28/96	*	39	23	26	12	21	121
TRANS CARE UNIT @ BROCKTON HOSPITAL	10/20/98 01/07/98 01/16/97	*	39	33	27	12	21	132
WEST ACRES NURSING HOME & REHAB CTR	06/16/98 06/03/97 07/18/96	*	38	28	25	11	21	123
WOODRIDGE HOUSE NURSING & REHAB CTR	03/27/98 03/06/97 03/25/96	*	35	32	24	11	17	119
BROOKLINE								
CHAMBERLAIN NURSING HOME, INC.	11/19/98 10/31/97 10/29/96	*	39	33	26	12	21	131
COOLIDGE HOUSE	10/15/98 08/12/97 08/14/96	06/15/98 02/04/98	39	31	27	12	21	130
COREY HILL NURSING HOME, INC.	02/11/99 11/17/97 11/01/96	*	39	33	27	12	21	132
SUNRISE CARE & REHAB FOR BROOKLINE	03/30/99 01/20/98 02/04/97	01/11/99	31	23	26	11	21	112
CAMBRIDGE								
CAMBRIDGE NURSING HOME	02/11/99 12/12/97 12/13/96	*	35	31	26	11	21	124
CANTABRIDGIA HEALTH CARE NURS FAC	12/15/98 01/09/98 01/17/97	09/08/98	35	30	24	12	20	121
MAYOR MICHAEL J. NEVILLE MANOR	02/22/99 01/26/98 12/12/96	*	39	27	27	12	21	126
SANCTA MARIA NURSING FACILITY	02/19/98 03/04/97 03/07/96	*	39	33	27	12	21	132

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
CAMBRIDGE								
VERNON HALL, INC.	07/15/98 05/30/97 05/09/96	*	38	25	27	12	21	123
CANTON								
COMMONS RESIDENCE AT ORCHARD COVE	12/16/98 10/08/97 10/07/96	*	38	28	27	12	21	126
HELLENIC NURSING HOME FOR THE AGED	03/19/98 04/03/97 04/04/96	*	39	32	27	12	20	130
MEADOWBROOK NURSING HOME OF CANTON	09/17/98 09/08/97 08/15/96	06/11/98	35	29	24	11	20	119
CHARLTON								
MASONIC HOME	10/09/98 10/02/97 10/01/96	*	39	33	27	12	21	132
CHELMSFORD								
PALM MANOR	03/23/99 04/16/98 06/25/97	*	38	31	27	12	20	128
SUNNY ACRES NURSING HOME, INC.	08/14/98 07/02/97 06/11/96	*	39	32	26	12	21	130
CHELSEA								
CHELSEA JEWISH NURSING HOME	09/16/98 07/09/97 06/21/96	*	39	31	26	11	21	128
EASTPOINTE NURSING CARE CENTER	10/14/98 10/08/97 10/09/96	06/30/98 03/23/98	35	30	27	11	21	124
ON BROADWAY NURS & REHAB CTR	12/07/98 01/13/98 10/22/96	06/08/98	35	29	25	12	21	122
SOLDIERS' HOME IN MASS	09/30/98 10/23/97 11/21/96	*	39	32	27	12	20	130

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
CHICOPEE								
BIRCH MANOR NURSING HOME	08/19/98 07/30/97 07/24/96	*	33	33	27	12	21	126
CHICOPEE MUNICIPAL HOME	02/01/99 02/19/98 02/20/97	*	32	29	26	10	21	118
ELMS MANOR NURSING HOME	12/02/98 02/04/98 02/07/97	01/04/99	21	15	19	12	20	87
WILLIMANSETT CENTER EAST	09/08/98 07/24/97 07/15/96	*	39	33	26	12	20	130
WILLIMANSETT CENTER WEST	01/11/99 03/20/98 03/25/97	*	36	31	26	12	19	124
CLINTON								
COACHLACE HEALTHCARE NURSING CENTER	01/06/99 12/22/97 11/18/96	03/24/99	39	29	23	12	21	124
COHASSET								
COHASSET KNOLL SKLD NUR & REHAB FAC	08/14/98 07/24/97 06/28/96	07/16/98	39	29	24	11	20	123
CONCORD								
EMERSON REHAB & TRANS CARE UNIT	12/03/98 10/15/97 10/17/96	*	39	33	27	12	21	132
RIVERCREST LONG TERM CARE FACILITY	03/25/98 03/24/97 03/27/96	*	36	30	27	12	21	126
SUNRISE CARE & REHAB FOR CONCORD	02/20/98 02/13/97 03/07/96	06/22/98	39	33	27	12	21	132
WALDEN REHAB & NURSING CENTER	10/02/98 08/15/97 07/10/96	*	39	33	27	12	21	132

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
DALTON								
CRANEVILLE PLACE @ DALTON	09/10/98 08/14/97 08/29/96	*	24	1	24	12	19	80
DANVERS								
GREENERY EXT CARE CENTER AT DANVERS	09/29/98 08/20/97 07/25/96	*	37	32	26	11	21	127
HARBORSIDE HLTHCRE CEDAR GLEN R&NC	03/10/99 06/01/98 05/05/97	03/01/99	33	30	26	12	21	122
HARBORSIDE HLTHCRE DANVERS TWIN OAK	12/09/98 11/19/97 02/10/97	03/26/98	38	32	27	12	21	130
HUNT NURSING & RETIREMENT HOME	09/23/98 08/11/97 08/05/96	*	38	33	24	12	21	128
NORTH SHORE REHAB & SKLD NURS CNTER	07/29/98 05/07/97 03/27/96	*	39	33	27	11	20	130
DARTMOUTH								
BRANDON WOODS LONG TERM CARE FAC	09/03/98 09/09/97 08/27/96	*	37	30	27	10	20	124
HARBORVIEW MANOR NURSING HOME	07/14/98 06/18/97 06/27/96	06/08/98	37	33	21	12	21	124
DEDHAM								
CAREMATRIX OF DEDHAM	11/09/98 11/24/97 11/08/96	12/02/98 03/25/98	36	27	27	12	21	123
EASTWOOD CARE CENTER	01/20/99 10/23/97 10/09/96	*	37	30	23	12	19	121
DENNIS								
EAGLE POND REHAB & LIVING CENTER	07/14/98 05/06/97 05/29/96	*	39	31	27	12	21	130

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
DIGHTON								
DIGHTON NURSING CENTER	04/09/98 05/15/97 05/10/96	*	37	30	27	12	21	127
DUXBURY								
BAY PATH AT DUXBURY N & REHAB CTR	05/12/98 07/31/97 06/12/96	*	37	32	24	10	20	123
DUXBURY HOUSE NURSING HOME (THE)	09/10/98 06/13/97 05/29/96	*	37	33	27	12	21	130
EAST BRIDGEWATER								
SACHEM SKILLED NURS & REHAB CTR	08/27/98 08/13/97 08/08/96	*	39	31	21	12	19	122
EAST LONGMEADOW								
CHESTNUT HILL NURSING HOME	10/29/98 08/11/97 05/07/96	*	35	29	26	11	21	122
EAST LONGMEADOW SKILLED NURSING CTR	11/05/98 10/02/97 12/12/96	02/25/99	33	31	26	12	20	122
SUNRISE CRE & REH FOR E. LONGMEADOW	03/23/99 05/20/98 08/20/97	*	21	21	24	6	20	92
EASTHAMPTON								
HAMPSHIRE MANOR NURSING HOME	08/18/98 06/12/97 06/07/96	*	37	25	26	8	20	116
EASTON								
EASTON-LINCOLN NURS & REHAB CENTER	02/03/99 12/04/97 02/05/97	11/03/98 06/22/98	36	29	25	11	20	121
EVERETT								
PARKWAY SENIOR CARE CENTER	09/02/98 07/14/97 06/06/96	02/22/99	37	25	23	11	20	116

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
EVERETT								
WHIDDEN MEM HOSP TCU	01/19/99 03/05/98 02/13/97	*	39	32	26	12	21	130
WOODLAWN MANOR NURSING & REHAB CTR	11/18/98 12/10/97 11/14/96	*	33	27	25	11	19	115
FAIRHAVEN								
ALDEN COURT NURS CARE & REHAB CTR	09/15/98 07/02/97 06/25/96	06/09/98	36	31	23	11	21	122
NICHOLS HOUSE NURSING HOME	12/03/98 12/24/97 01/16/97	*	39	33	27	12	21	132
OUR LADY'S HAVEN	01/11/99 11/14/97 08/23/96	*	39	33	27	12	21	132
FALL RIVER								
CATHOLIC MEMORIAL HOME	11/20/98 08/28/97 06/07/96	*	39	32	27	12	21	131
CRAWFORD SKLD NURSING & REHAB CTR	05/11/98 05/05/97 05/28/96	09/01/98	36	30	24	12	21	123
FALL RIVER JEWISH HME FOR THE AGED,	09/30/98 08/06/97 06/21/96	11/06/98	39	30	27	12	21	129
HIGHLAND MANOR NURSING HOME, INC.	10/06/98 10/14/97 10/25/96	*	39	33	27	12	21	132
KIMWELL	03/03/98 01/02/97 01/26/96	*	39	29	26	12	21	127
OLYMPUS HEALTHCARE CTR FALL RIVER	02/24/99 12/16/97 02/27/97	*	24	28	23	11	20	106
SARAH S. BRAYTON NURSING CARE CNTER	03/24/98 03/13/97 04/18/96	03/25/98	37	31	26	12	20	126

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
FALL RIVER								
SOUTHCOAST HOSPS GRP INC	07/14/98 06/20/97 06/12/96	*	39	30	27	12	21	129
SOUTHPOINTE REHAB & SN RESIDENCE	04/13/98 04/14/97 04/12/96	*	39	30	27	12	21	129
SUNRISE CRE & REHAB FOR FALL RIVER	02/12/99 11/07/97 11/05/96	*	38	30	27	9	21	125
FALMOUTH								
CTR FOR OPTIMUM CARE FALMOUTH (THE)	01/21/99 03/11/98 12/12/96	10/28/98	36	32	26	12	21	127
JML CARE CENTER, INC.	08/18/98 07/22/97 06/03/96	*	38	30	26	12	21	127
OLYMPUS HEALTHCARE CTR FALMOUTH	03/30/99 01/28/98 01/13/97	*	35	30	26	10	21	122
ROYAL MEGANSETT NUR & RETIRE HOME	02/10/99 10/27/97 10/07/96	*	39	30	27	12	21	129
FITCHBURG								
BIRCHWOOD CARE CENTER	07/29/98 06/10/97 06/26/96	*	37	25	26	11	21	120
HILLCREST NURSING HOME	12/30/98 01/29/98 02/03/97	*	39	33	27	12	21	132
MARINER HLTH CARE OF NO. CENTRAL MA	02/17/99 01/21/98 01/27/97	06/11/98	31	17	24	12	19	103
FOXBOROUGH								
VAN DORA NURSING HOME	05/06/98 08/28/97 07/10/96	*	39	33	27	12	20	131

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
FRAMINGHAM								
BETHANY SKILLED NURSING FACILITY	10/06/98 07/14/97 06/25/96	*	38	30	27	12	20	127
CARLYLE NURSING HOME INC	03/10/99 03/11/98 03/21/97	*	39	33	27	12	21	132
COUNTRYSIDE NURSING HOME, INC.	07/27/98 04/03/97 03/14/96	*	36	32	26	12	20	126
FRAMINGHAM NURSING HOME	02/25/98 03/12/97 03/12/96	*	39	33	27	12	21	132
KATHLEEN DANIEL	10/23/98 11/06/97 10/31/96	*	39	32	26	12	21	130
RESIDENT CARE REHAB & NURS CTR	01/21/99 10/23/97 11/12/96	*	35	25	24	12	21	117
ST PATRICKS MANOR	02/02/99 01/09/98 01/21/97	06/11/98	39	30	27	11	21	128
TCU @ FRAMINGHAM/ LEONARD MORSE	02/23/99 02/27/98 02/28/97	*	39	33	27	12	21	132
FRANKLIN								
FRANKLIN SKLD NUR & REH CTR	01/25/99 12/29/97 01/08/97	*	35	30	25	12	21	123
GARDNER								
GARDNER SKILLED NURSING CTR INC	01/06/99 01/20/98 02/18/97	*	31	29	26	12	21	119
HEYWOOD TRANSITIONAL CARE CENTER	12/10/98 10/08/97 10/16/96	*	39	33	27	12	21	132
LEO P LACHANCE CTR FOR REH & N THE	08/10/98 05/29/97 02/14/96	12/14/98	33	9	25	10	21	98

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
GARDNER								
WACHUSETT MANOR	01/14/99 10/30/97 12/10/96	10/29/98	21	3	23	12	20	79
GLOUCESTER								
GREYCLIFF AT CAPE ANN CONV CENTER	12/30/98 09/12/97 08/05/96	*	39	33	27	12	21	132
SEACOAST NURS & RETIREMENT CTR, INC	02/23/99 03/13/98 05/05/97	*	37	27	27	11	21	123
GRAFTON								
BRIGHAM HILL NURSING CENTER, INC.	08/13/98 06/20/97 05/24/96	*	39	33	27	12	21	132
GREAT BARRINGTON								
FAIRVIEW MANOR EXTENDED CARE CENTER	11/19/98 12/09/97 12/17/96	*	39	33	27	12	21	132
GREAT BARRINGTON REHAB & NURS CTR	12/08/98 10/15/97 10/02/96	08/27/98	34	30	27	12	21	124
TIMBERLYN HEIGHTS NUR & ALZHEIMERS	08/25/98 08/07/97 07/26/96	*	35	29	26	12	21	123
WILLOWOOD NURSING & RETIREMENT FAC	09/29/98 09/18/97 08/20/96	03/06/98	31	32	26	12	21	122
GREENFIELD								
BUCKLEY NURSING HOME	01/20/99 01/29/98 04/10/97	*	36	33	27	12	20	128
CHARLENE MANOR EXTENDED CARE FACILI	12/02/98 09/25/97 09/27/96	03/01/99	37	27	23	11	20	118
FRANKLIN CENTER	03/15/99 02/03/98 02/07/97	07/23/98	34	27	26	10	20	117

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
GREENFIELD								
POET'S SEAT NURSING HOME	09/30/98 09/18/97 08/15/96	*	39	32	26	12	21	130
GROTON								
CHILDREN'S EXTENDED CARE CENTER	07/07/98 05/28/97 05/17/96	*	39	33	27	12	21	132
HADLEY								
SUNRISE CRE & REH HADLEY @ ELAINE	02/12/99 12/16/97 12/24/96	*	25	21	27	9	20	102
HAMPDEN								
MARY LYON NURSING AND REHABILITATIO	09/01/98 07/30/97 07/19/96	*	36	27	27	10	20	120
HARWICH								
CRANBERRY POINTE R&S CARE CENTER	11/20/98 08/21/97 07/11/96	03/22/99 05/21/98	35	23	26	12	21	117
HAVERHILL								
BAKER-KATZ NURSING HOME (THE)	08/20/98 07/21/97 05/09/96	*	35	33	27	12	21	128
GLYNN MEMORIAL HOME	02/18/99 04/14/98 04/17/97	*	38	33	27	12	21	131
HANNAH DUSTON HEALTHCARE CENTER	09/25/98 08/06/97 07/02/96	*	38	30	26	11	19	124
HAVERHILL MANOR	07/27/98 05/27/97 04/09/96	*	39	33	27	11	21	131
KENOZA MANOR CONVALESCENT HOME	04/15/98 02/25/97 03/25/96	06/19/98	30	27	26	11	21	115

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
HAVERHILL								
LAKEVIEW HOUSE NURSING HOME	02/02/99 02/12/98 11/05/96	*	39	33	27	12	21	132
OXFORD THE	09/18/98 08/04/97 08/14/96	*	38	30	27	12	21	128
PENACOOK PLACE INC	08/25/98 09/04/97 09/30/96	*	34	25	23	11	21	114
HINGHAM								
HARBOR HOUSE NUR & REHAB CTR	02/24/98 12/19/96 02/27/96	*	38	30	24	11	20	123
QUEEN ANNE NURSING HOME, INC.	03/10/99 03/04/98 01/29/97	*	34	29	24	11	21	119
HINSDALE								
ASHMERE MANOR NURSING HOME	01/19/99 12/02/97 10/18/96	09/16/98	24	17	21	9	17	88
HOLBROOK								
HOLBROOK NURSING HOME	08/19/98 07/09/97 06/14/96	*	39	29	23	12	19	122
HOLDEN								
HOLDEN NURSING HOME, INC.	09/24/98 06/27/97 07/03/96	*	39	33	27	12	21	132
WACHUSETT EXTENDED CARE FACILITY	08/12/98 07/08/97 05/16/96	06/15/98	38	31	25	12	21	127
HOLLISTON								
HOLLISTON MANOR NURSING HOME INC	02/08/99 12/24/97 12/31/96	*	39	33	27	12	21	132

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
HOLYOKE								
BUCKLEY CENTER FOR NURSING & REHAB	09/02/98 08/07/97 06/26/96	06/04/98	31	29	27	12	18	117
HOLYOKE GERIATRIC & CONVALESCENT CT	07/28/98 05/14/97 04/03/96	02/12/99	23	19	25	12	21	100
HOLYOKE HOSPITAL TRANS CARE CENTER	11/10/98 08/27/97 09/13/96	*	39	33	27	12	21	132
HOLYOKE NURSING HOME, INC.	10/21/98 09/18/97 08/27/96	*	27	19	25	11	20	102
LOOMIS HOUSE NURSING CENTER	01/04/99 03/13/98 03/18/97	*	37	31	25	9	20	122
MONT MARIE HEALTH CARE CENTER, INC.	08/31/98 08/07/97 08/07/96	*	36	27	27	12	21	123
MOUNT SAINT VINCENT NURSING HOME	09/03/98 10/16/97 11/25/96	*	33	29	26	12	21	121
OAK MANOR NURSING HOME	03/10/99 02/04/98 12/06/96	*	23	25	27	8	20	103
RENAISSANCE MANOR ON CABOT	08/26/98 07/24/97 07/09/96	*	38	32	26	12	21	129
SUNRISE CRE & REHAB FOR HOLYOKE	03/30/98 04/09/97 05/03/96	*	36	29	25	12	20	122
HOPEDALE								
ADIN MANOR CONVALESCENT HOME (THE)	07/09/98 05/08/97 04/12/96	*	33	30	26	12	19	120
CONTINUING CARE CENTER AT HOPEDALE	11/12/98 01/20/98 01/24/97	03/27/98	29	17	25	8	20	99

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
IPSWICH								
STEPHEN CALDWELL MEM CONV HME, INC.	11/03/98 01/09/98 11/06/96	*	38	32	26	10	21	127
KINGSTON								
BETHESDA AT EVANSWOOD SKLD NUR FAC	03/23/99 01/09/98 12/06/96	*	33	25	26	12	21	117
LAKEVILLE								
ISLAND TERRACE NURSING HOME	09/24/98 09/05/97 06/03/96	*	39	33	27	12	21	132
LANCASTER								
RIVER TERRACE HEALTHCARE NURSING HM	09/22/98 08/18/97 08/22/96	06/10/98	36	33	27	12	21	129
LAWRENCE								
BERKLEY RETIREMENT HOME (THE)	11/12/98 01/28/98 02/25/97	*	37	33	27	12	21	130
MI NURSING/RESTORATIVE CENTER, INC.	08/26/98 07/16/97 06/04/96	08/03/98 03/18/98	27	30	22	11	21	111
SUNRISE CARE & REHAB - TOWN MANOR	07/20/98 06/19/97 05/23/96	01/14/99 06/10/98	38	33	27	12	21	131
SUNRISE CARE & REHAB - WOOD MILL	05/18/98 03/27/97 03/22/96	*	39	33	27	12	21	132
SUNRISE CRE & REHA-COLONIAL HEIGHTS	08/12/98 08/07/97 10/01/96	*	38	30	24	12	20	124
LEE								
BERKSHIRE HILLS NORTH NURS HOME	09/03/98 08/05/97 07/22/96	*	36	21	25	12	21	115

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
LEICESTER								
MEADOWS SN & REHAB CTR (THE)	11/06/98 12/16/97 03/14/97	*	36	33	27	12	21	129
LENOX								
EDGECOMBE NURSING HOME	03/04/99 01/14/98 01/09/97	*	31	25	24	12	21	113
NURSING CRE CENTER AT KIMBALL FARMS	08/13/98 07/22/97 07/01/96	*	39	33	27	12	21	132
LEOMINSTER								
FAIRLAWN NURSING HOME, INC.	08/19/98 06/05/97 05/15/96	*	39	32	26	12	21	130
KEYSTONE CENTER	09/11/98 07/01/97 06/24/96	*	35	12	23	10	21	101
PRESENTATION HLTH CARE CENTER, INC.	11/03/98 10/01/97 10/16/96	*	38	33	27	12	21	131
LEXINGTON								
EAST VILLAGE REHAB & NURS CTR	01/04/99 02/03/98 01/27/97	*	33	19	24	10	20	106
NURS CENTER, BROOKHAVEN @ LEXINGTON	07/22/98 05/15/97 04/18/96	*	37	31	25	11	21	125
PINE KNOLL NURSING HOME	02/10/99 02/12/98 11/25/96	*	31	32	25	11	19	118
SUNRISE CARE & REHAB FOR LEXINGTON	03/22/99 05/15/98 06/05/97	*	38	29	26	12	21	126
LITTLETON								
LIFE CARE CENTER OF NASHOBA VALLEY	10/19/98 08/25/97 07/03/96	*	39	33	27	12	21	132

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
LONGMEADOW								
JEWISH NURSING HOME OF WESTERN MASS	09/23/98 07/17/97 06/06/96	*	27	12	24	11	21	95
LOWELL								
D'YOUVILLE SENIOR CARE	02/10/99 11/19/97 10/30/96	*	33	21	25	11	21	111
FAIRHAVEN NURSING HOME	02/26/98 12/09/96 02/08/96	*	35	27	26	12	21	121
HERITAGE NURSING CARE CENTER	01/27/99 02/23/98 03/19/97	*	39	32	27	12	21	131
NEW ENGLAND REHAB HOSP TCC	02/02/99 04/07/98 03/05/97	*	39	33	27	12	20	131
NORTHWOOD NURSING & REHAB CENTER	07/20/98 04/09/97 03/27/96	04/15/98	35	33	27	12	21	128
SUNRISE CARE & REHAB FOR LOWELL	07/06/98 07/29/97 05/13/96	01/04/99	39	30	26	12	19	126
SUNRISE CARE CENTER GLENWOOD	10/27/98 08/13/97 09/16/96	*	33	18	27	11	17	106
TOWN & COUNTRY NURSING CENTER	01/20/99 01/05/98 10/07/96	*	38	33	27	12	21	131
TRANS CARE UNIT @ LOWELL GENERAL	07/13/98 05/23/97 06/25/96	*	39	33	27	12	21	132
WENTWORTH NURSING CARE CTR	10/27/98 09/18/97 09/16/96	*	38	32	25	11	21	127
WILLOW MANOR	03/11/99 01/13/98 03/18/97	*	36	30	26	12	21	125

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
LYNN								
ABBOTT HOUSE NURSING HOME	09/28/98 11/13/97 02/20/97	*	39	30	26	12	21	128
ANN CARROLL NURSING HOME	08/13/98 08/18/97 06/20/96	*	39	29	27	12	21	128
ATLANTICARE MED CTR TRANS CARE UNIT	09/02/98 07/07/97 07/10/96	*	39	33	27	11	21	131
CRESTVIEW MANOR NURISNG HOME, INC.	02/25/99 04/01/98 04/17/97	*	35	30	23	11	21	120
JOSEPH B. DEVLIN PUBLIC MED INSTITU	01/13/99 01/27/98 12/31/96	*	37	32	24	12	21	126
LAWRENCE MANOR NURSING HOME	02/03/99 04/30/98 04/10/97	10/02/98	39	30	26	12	21	128
LIFE CARE CTR OF NORTH SHORE:A LTC	01/28/99 01/02/98 12/02/96	10/05/98 06/30/98	38	29	26	11	21	125
LYNN CONVALESCENT HOME & INFIRMARY	02/22/99 02/11/98 04/10/97	*	37	31	26	12	20	126
PHILLIPS MANOR NURSING HOME	04/30/98 03/13/97 04/30/96	*	39	31	27	12	21	130
SUNRISE CRE & REH FOR THE N. SHORE	03/24/99 06/29/98 03/27/97	*	33	30	27	8	16	114
MALDEN								
BUCHANON NURSING HOME	09/28/98 10/03/97 10/16/96	*	38	32	26	12	21	129
DEXTER HOUSE NURSING FACILITY	08/07/98 07/14/97 05/13/96	*	38	21	23	10	21	113

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
MALDEN								
MALDEN HOSPITAL TCU (THE)	01/13/99 03/03/98 02/12/97	*	36	32	27	12	21	128
MCFADDEN MEMORIAL MANOR	08/18/98 07/29/97 09/26/96	*	39	33	27	12	21	132
MARBLEHEAD								
DEVEREUX HOUSE NURSING HOME	03/25/99 06/26/98 03/13/97	*	39	32	27	12	21	131
LAFAYETTE CONVALESCENT HOME (THE)	12/04/98 01/14/98 02/19/97	*	39	32	27	11	21	130
MARION								
SIPPICAN HEALTHCARE CENTER	04/01/98 04/03/97 04/25/96	*	37	27	21	12	18	115
MARLBOROUGH								
BOLTON MANOR	01/08/99 09/24/97 09/30/96	*	38	29	27	12	21	127
MARIE ESTHER HEALTH CENTER, INC.	07/29/98 04/03/97 04/29/96	*	36	33	26	12	21	128
WESTRIDGE HEALTHCARE CENTER NUR HME	03/18/98 05/06/97 04/17/96	02/08/99 10/15/98	39	25	27	12	21	124
MASHPEE								
CTR FOR OPTIMUM CARE MASHPEE	04/27/98 05/22/97 07/02/96	*	36	29	27	12	21	125
MATTAPOISETT								
MATTAPOISETT NURSING HOME, INC.	01/15/99 01/07/98 01/23/97	*	39	33	23	12	21	128

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
MEDFIELD								
THOMAS UPHAM HOUSE	05/07/98 06/16/97 05/30/96	*	39	33	27	12	21	132
MEDFORD								
COURTYARD NURSING CARE CENTER	07/20/98 05/22/97 04/29/96	*	38	28	24	12	21	123
GLEN RIDGE NURSING CARE CENTER	02/12/99 12/16/97 11/21/96	*	27	28	25	11	21	112
INTEGRATED HS OF GT BOS AT MEDFORD	03/31/99 04/30/98 05/05/97	*	39	32	26	11	21	129
LAWRENCE MEM HOSP TCU	02/02/99 02/18/98 11/19/96	*	39	33	27	12	21	132
MAGOUN MANOR NURSING HOME	11/24/98 12/03/97 02/13/97	*	39	32	25	12	20	128
MEDWAY								
MEDWAY COUNTRY MANOR NUR & RET HOME	08/27/98 07/11/97 05/30/96	*	36	25	24	12	21	118
MELROSE								
CUMMINGS REHAB & NURS CARE CTR	12/31/98 03/05/98 12/31/96	*	39	33	27	12	21	132
ELMHURST NURSING HOME	12/08/98 01/27/98 02/05/97	*	39	32	27	12	20	130
MACKENZIE NURSING HOME, INC.	03/30/99 05/04/98 06/24/97	*	37	33	26	12	20	128
MELROSE CARE CENTER	01/13/99 12/11/97 01/15/97	*	24	27	24	10	19	104

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
MELROSE								
NORMANDY SENIOR CARE CENTER	03/18/99 03/30/98 03/04/97	*	30	21	21	12	21	105
TUELL NURSING HOME	09/11/98 07/09/97 06/03/96	*	38	32	27	12	21	130
METHUEN								
MARINER HEALTH CARE OF METHUEN	11/19/98 10/23/97 01/17/97	08/19/98	36	29	25	10	21	121
NEVINS NURSING & REHAB CENTRE	07/31/98 07/18/97 04/11/96	*	39	33	27	12	21	132
SUNRISE CARE & REHAB-BROADWAY	09/09/98 09/18/97 09/12/96	*	36	30	24	11	19	120
MIDDLEBOROUGH								
ATRIUM NURSING CENTER	12/08/98 11/19/97 11/01/96	*	37	30	27	12	21	127
GREENERY REHAB & SNC AT MIDDLEBORO	07/27/98 10/03/97 08/26/96	05/20/98	36	32	26	11	17	122
HANNAH B. G. SHAW HM FOR THE AGED,	11/10/98 08/07/97 05/02/96	*	39	33	27	12	21	132
OAK HILL NURSING & REHAB CENTER	05/14/98 06/05/97 06/14/96	*	36	32	27	11	21	127
MILFORD								
BLAIRE HOUSE LTCF OF MILFORD	09/23/98 09/08/97 07/18/96	*	39	24	26	12	21	122
GERIATRIC AUTHORITY OF MILFORD NH	12/11/98 12/05/97 12/09/96	03/04/99	33	33	27	12	21	126

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SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
MILFORD								
SUNRISE CARE & REHAB FOR MILFORD	10/27/98 11/03/97 10/25/96	*	39	31	26	12	21	129
MILLBURY								
MILLBURY CONVALESCENT CENTER	11/02/98 11/05/97 11/26/96	*	36	21	24	12	21	114
PROVIDENCE HSE NURS HME OF MILLBURY	12/09/98 10/28/97 10/18/96	02/18/99	39	32	26	12	20	129
SUNRISE CARE & REHAB FOR MILLBURY	03/16/99 02/27/98 01/23/97	*	39	32	27	12	21	131
MILTON								
MILTON HEALTH CARE	02/11/98 01/30/97 02/23/96	05/28/98	36	27	26	12	21	122
MILTON HOSPITAL TCU	12/22/98 12/17/97 02/25/97	*	39	33	27	12	21	132
MONTAGUE								
FARREN CARE CENTER INC	05/14/98 08/05/97 07/05/96	*	14	19	27	12	19	91
MONTGOMERY								
MOUNTAIN VIEW NURSING HOME	08/13/98 08/14/97 09/18/96	*	39	32	24	12	21	128
NAHANT								
JESMOND NURSING HOME	08/14/98 06/12/97 05/13/96	*	38	31	25	11	21	126
NANTUCKET								
OUR ISLAND HOME	11/18/98 10/23/97 10/23/96	*	39	33	26	12	21	131

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
NATICK								
BRITTANY HEALTHCARE CENTER	04/06/98 05/22/97 05/06/96	04/30/98	35	29	24	12	21	121
MARY ANN MORSE NURSING HOME, INC.	03/05/98 02/12/97 04/02/96	*	39	33	27	12	21	132
RIVERBEND CONVALESCENT CENTER	09/08/98 07/03/97 07/01/96	01/28/99	35	21	26	12	21	115
NEEDHAM								
AVERY MANOR	01/20/98 02/20/97 04/08/96	06/29/98 06/02/98	34	27	23	11	21	116
BRIARWOOD HEALTHCARE NURSING CENTER	05/21/98 07/02/97 08/06/96	11/18/98	36	31	26	12	21	126
HAMILTON HOUSE SKLD NURS & REHAB CT	08/24/98 06/12/97 05/29/96	*	37	30	26	12	19	124
SKLD NURSING FAC @ NORTH HILL (THE)	01/20/99 10/20/97 10/26/96	*	39	33	27	12	21	132
WINGATE AT NEEDHAM R&SN RESIDENCE	01/02/98 02/03/97 02/23/96	11/30/98 06/02/98 03/27/98	33	32	27	12	21	125
NEW BEDFORD								
BEDFORD VILLAGE NURSING HOME, INC.	08/19/98 07/15/97 07/29/96	*	39	33	27	12	21	132
BLAIRE HOUSE LTCF OF NEW BEDFORD	02/12/99 09/24/97 07/18/96	01/13/99	27	12	24	8	20	91
HALLMARK NURSING & REHAB CENTER	08/13/98 07/30/97 07/03/96	*	37	29	23	12	21	122
HATHAWAY MANOR EXTENDED CARE FAC	03/04/98 02/06/97 05/14/96	*	38	31	26	12	20	127

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
NEW BEDFORD								
KRISTEN BETH NURSING HOME	02/03/99 10/16/97 10/15/96	*	37	30	27	12	21	127
MARINER HLTH CRE OF SOUTHEASTERN MA	05/22/98 07/03/97 06/27/96	*	38	32	27	12	21	130
NEW BEDFORD JEWISH CONV. HOME, INC.	10/22/98 08/14/97 06/12/96	*	36	27	24	11	21	119
OAKS LONG TERM CARE FACILITY	09/14/98 08/18/97 09/05/96	*	35	28	27	12	21	123
SACRED HEART NURSING HOME	09/03/98 07/25/97 07/11/96	*	38	33	27	12	21	131
SAVOY NURSING CENTER	12/31/98 02/12/98 01/22/97	*	39	32	27	12	21	131
SUNRISE CRE & REHAB FOR NEW BEDFORD	01/20/98 04/08/97 07/11/96	*	38	30	24	12	21	125
TABER STREET NURSING HOME	02/25/99 11/06/97 08/20/96	*	37	31	27	12	21	128
NEWBURYPORT								
ANNA JAQUES HOSPITAL SUBACUTE UNIT	10/14/98 11/03/97 11/25/96	*	39	33	27	12	21	132
BRIGHAM MANOR NURSING & REHAB CENTE	09/11/98 06/19/97 05/28/96	12/17/98 06/10/98	36	33	27	12	21	129
COUNTRY MANOR REHAB & NURSING CENTE	09/10/98 06/16/97 04/22/96	*	37	33	27	11	21	129
PORT REHAB & SKILLED NURSING CENTER	07/31/98 05/15/97 04/03/96	*	36	30	25	12	21	124

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
NEWTON								
CHETWYNDE HEALTH & REHAB CENTER	08/20/98 06/09/97 05/17/96	*	39	33	26	12	21	131
HEATHWOOD NURS & REHAB CENTER	05/04/98 03/27/97 03/14/96	*	39	33	27	12	21	132
PELHAM HOUSE NURSING HOME	07/14/98 04/03/97 04/02/96	02/25/99 12/29/98	37	29	27	11	21	125
STONE INSTITUTE THE	03/18/99 01/20/98 01/09/97	*	39	33	27	12	21	132
SUNRISE CRE & REHAB FOR NEWTON	10/13/98 07/22/97 06/07/96	*	31	25	23	11	21	111
WABAN HEALTH & REHABILITATION INC	07/07/98 04/25/97 03/08/96	06/11/98	30	25	26	12	21	114
WEST NEWTON HLTH & REHAB CTR	02/18/98 03/04/97 04/02/96	*	27	21	27	12	21	108
NORTH ADAMS								
TRANS CARE CTR @ NO ADAMS REG HOSP	08/21/98 08/27/97 08/14/96	*	39	33	27	12	21	132
WILLOWOOD NURSING HOME OF NO. ADAMS	12/03/98 09/23/97 08/12/96	*	39	33	27	12	21	132
NORTH ANDOVER								
GREENERY EXT CARE CTR AT NO ANDOVER	11/25/98 08/28/97 08/05/96	06/08/98	36	29	25	12	20	122
MEADOWS (THE)	12/22/98 03/24/98 03/04/97	*	38	33	27	12	21	131
PRESCOTT HOUSE	12/17/98 12/22/97 12/04/96	*	39	33	26	12	21	131

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
NORTH ANDOVER								
SUTTON HILL CENTER	09/23/98 07/31/97 07/24/96	*	39	32	27	12	20	130
NORTH ATTLEBORO								
MADONNA MANOR NURSING HOME	05/21/98 05/14/97 05/02/96	*	39	31	26	11	21	128
NORTH READING								
SUNRISE CRE REHAB FOR NORTH READING	07/24/98 05/13/97 04/29/96	01/26/99	39	33	26	12	21	131
NORTHAMPTON								
HAMPSHIRE CARE	12/15/98 03/11/98 03/21/97	*	39	33	25	12	21	130
NORTHAMPTON NURSING HOME, INC.	07/08/98 04/22/97 01/30/96	*	27	19	21	12	21	100
SUNRISE CRE & REHAB FOR NORTHAMPTON	02/05/99 03/25/98 01/03/97	08/21/98	36	30	26	12	21	125
NORTHBOROUGH								
GRANGERS NURSING HOME, INC.	01/27/99 03/30/98 04/23/97	07/29/98	30	32	27	12	20	121
NORTHBORO SENIOR CARE CENTER	07/30/98 06/09/97 05/15/96	*	36	27	27	12	21	123
NORTHBRIDGE								
BEAUMONT R&SNC AT NORTHBRIDGE	03/18/98 03/25/97 03/27/96	06/02/98	36	33	27	12	21	129
NORTHBRIDGE NURSING & REHAB CENTER	09/24/98 08/21/97 08/12/96	03/04/98	33	30	24	12	19	118

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
NORTHBRIDGE								
ST CAMILLUS NURSING HOME	04/17/98 05/13/97 04/29/96	*	39	30	27	12	21	129
NORWELL								
NORWELL KNOLL NURSING HOME	05/21/98 05/22/97 05/03/96	*	36	30	25	10	21	122
SOUTHWOOD AT NORWELL NURSING CENTER	08/20/98 09/18/97 09/19/96	*	29	19	17	10	20	95
NORWOOD								
CARITAS NORWOOD TRANS CARE UNIT	02/09/98 04/10/97 03/19/96	*	39	33	27	12	21	132
CHARLWELL HOUSE	04/28/98 03/18/97 04/18/96	*	39	33	27	12	21	132
ELLIS NURSING HOME, (THE)	07/28/98 04/17/97 03/22/96	08/25/98	39	33	26	12	21	131
EMERALD COURT HLTH & REHAB CENTER	04/10/98 05/23/97 05/10/96	*	33	13	24	12	20	102
NORWOOD HEALTH & REHAB CENTER	11/09/98 12/17/97 02/10/97	*	39	33	27	12	21	132
VICTORIA HAVEN NURSING FACILITY	10/22/98 11/26/97 11/25/96	*	39	33	27	12	21	132
OAK BLUFFS								
WINDEMERE N&R CTR ON MARTHA'S VINYD	05/06/98 05/21/97 03/28/96	*	37	31	27	12	20	127
OXFORD								
SUNRISE CARE & REHAB - SANDALWOOD	09/30/98 07/17/97 05/31/96	*	35	33	27	12	21	128

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DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
PALMER								
PALMER HOUSE ALZHEIMER'S CENTER	11/25/98 10/08/97 10/15/96	02/24/99	36	33	27	12	21	129
PEABODY								
PEABODY GLEN NURSING CENTER	03/01/99 02/26/98 04/14/97	*	37	33	26	11	21	128
PILGRIM REHAB & SKILLED NURSING CTR	01/27/99 01/05/98 12/11/96	03/30/99	37	30	27	12	20	126
RAINBOW NURSING HOME	09/15/98 08/14/97 07/11/96	*	39	32	26	12	21	130
ROSEWOOD NURSING & REHAB CENTER	10/22/98 09/18/97 07/16/96	*	39	33	26	11	19	128
PITTSFIELD								
CTR FOR OPTIMUM CARE BERKSHIRE	03/13/98 03/19/97 05/22/96	02/11/98	37	32	26	12	19	126
MOUNT GREYLOCK EXTENDED CARE FACILI	10/15/98 01/14/98 12/13/96	*	39	31	27	12	21	130
SKLD NURS UNIT @ BERKSHIRE MED CTR	12/07/98 02/11/98 02/13/97	*	39	32	27	12	21	131
SPRINGSIDE OF PITTSFIELD LTC FACILI	09/18/98 09/10/97 07/22/96	*	33	25	26	12	20	116
WILLOWOOD HEALTH CARE CENTER	07/14/98 08/26/97 08/16/96	01/07/99 03/12/98	0	15	22	8	19	64
PLYMOUTH								
BEVERLY MANOR OF PLYMOUTH NURS HOME	02/04/99 12/09/97 10/04/96	*	38	32	26	12	21	129

* No key deficiencies cited as a result of complaint investigations in the reported time period.

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DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
PLYMOUTH								
LIFE CARE CTR OF PLYMOUTH	02/12/98 11/26/96 02/23/96	11/06/98	33	15	27	12	20	107
MAYFLOWER NURSING & REHAB CENTER	01/12/99 10/22/97 10/08/96	*	39	33	27	11	19	129
PETER A CHAPMAN TRAN CARE UNIT	04/07/98 07/15/97 09/23/96	*	39	33	27	12	21	132
PILGRIM MANOR SN & REHAB CTR	08/26/98 08/05/97 08/07/96	*	37	32	26	12	19	126
PLYMOUTH NURSING HOME	09/29/97 11/07/96 01/30/96	06/11/98	21	21	26	9	18	95
PROVINCETOWN								
CAPE END MANOR	07/29/98 05/08/97 04/19/96	*	33	33	27	12	21	126
QUINCY								
CRESTVIEW HLTHCR FAC:AN INT CRE FAC	01/21/99 11/24/97 02/20/97	06/30/98	39	32	27	12	20	130
HANCOCK PARK REHAB & NURSING CENTER	03/30/99 01/12/98 11/13/96	03/23/99	39	33	27	12	21	132
JOHN ADAMS CONTINUING CARE CTR	02/13/98 04/28/97 07/01/96	*	36	33	25	10	21	125
PRESIDENTIAL REHAB & NURS CENTER	12/30/98 10/16/97 10/02/96	*	38	31	26	12	21	128
QUINCY REHAB & NURSING CENTER	05/19/98 05/22/97 05/08/96	06/24/98	35	32	24	12	21	124
SUNRISE CARE & REHAB FOR QUINCY	10/29/98 09/23/97 08/30/96	01/28/99 06/03/98 01/06/98	34	30	21	12	19	116

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DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
QUINCY								
TRANS CARE UNIT @ QUINCY HOSPITAL	01/26/99 12/11/97 11/27/96	*	38	33	27	12	21	131
WILLIAM B. RICE EVENTIDE HOME	07/07/98 06/11/97 06/07/96	*	37	31	25	12	21	126
RANDOLPH								
HOLLYWELL	01/14/99 03/24/98 04/07/97	*	39	33	26	12	21	131
SUNRISE CRE & REHAB FOR RANDOLPH	04/03/98 03/06/97 05/21/96	06/02/98 01/21/98	23	0	9	9	18	59
RAYNHAM								
LIFE CARE CTR OF RAYNHAM	01/21/98 11/22/96 02/15/96	02/04/99	35	31	23	11	20	120
READING								
DANIELS HOUSE NURSING HOME	09/02/98 07/01/97 05/21/96	*	38	33	27	12	21	131
WINGATE AT READING R&SN RESIDENCE	12/07/98 01/20/98 10/21/96	03/29/99	34	29	27	12	21	123
REVERE								
ANNEMARK NURSING HOME	05/29/98 07/01/97 05/24/96	*	37	33	26	12	20	128
LIGHTHOUSE NURSING CARE CENTER	09/22/98 08/21/97 07/03/96	*	39	32	26	11	21	129
OAK ISLAND SKILLED NURSING CENTER	12/17/98 07/28/97 05/13/96	*	35	30	24	12	19	120
ROCKLAND								

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SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
ROCKLAND								
COYNE HEALTHCARE CENTER	10/15/98 09/04/97 09/12/96	*	37	31	25	12	21	126
SOUTH SHORE NURSING FACILITY	03/16/99 02/20/98 04/16/97	*	38	25	26	8	20	117
ROCKPORT								
DEN-MAR REHAB & NURSING CENTER	09/03/98 08/29/97 09/09/96	*	37	32	27	12	19	127
ROWLEY								
SEA VIEW CONVALESCENT & NURSING HME	01/14/99 03/19/98 12/05/96	*	39	33	27	12	21	132
SALEM								
GROSVENOR PARK	11/05/98 01/21/98 11/25/96	*	35	32	27	12	21	127
SHAUGHNESSY KAPLAN REHAB SNF	07/29/98 05/15/97 04/29/96	*	38	32	25	12	21	128
SALISBURY								
GREENLEAF HOUSE NURSING HOME	08/31/98 12/09/97 10/23/96	03/05/99 05/28/98	33	29	23	11	20	116
SANDISFIELD								
NEW BOSTON NURSING CENTER	03/02/99 04/13/98 07/22/97	*	39	32	27	10	21	129
SANDWICH								
CAPE HERITAGE NURSING & REHAB CNTER	08/06/98 06/10/97 06/05/96	*	38	30	26	8	21	123
SAUGUS								
HAMMERSMITH HOUSE NURSING CARE CTR	01/05/99 12/03/97 01/06/97	*	39	33	27	12	21	132

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SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
SAUGUS								
HARBORSIDE HLTHCRE N S REHAB & N C	03/10/99 04/06/98 05/07/97	*	39	31	27	12	21	130
SCITUATE								
CARDIGAN NURSING HOME	07/23/98 07/15/97 08/15/96	*	39	30	27	11	21	128
LIFE CARE CTR OF SOUTH SHORE	12/08/98 11/18/97 11/21/96	04/21/98	35	27	23	12	21	118
SHARON								
SHARON SENIOR CARE CENTER	09/17/98 08/22/97 08/13/96	*	39	31	27	12	21	130
SHELBURNE								
ANCHORAGE NURSING HOME	11/25/98 11/06/97 11/13/96	*	36	29	27	12	19	123
SHREWSBURY								
SHREWSBURY NURSING & REHAB CTR INC	03/09/98 05/30/97 07/03/96	*	33	30	27	12	21	123
SOMERSET								
CLIFTON REHABILITATIVE NURSING CTR	08/06/98 08/05/97 07/31/96	*	39	33	27	12	21	132
SOMERVILLE								
HUTCHINS TRANS CARE UNIT	01/12/99 02/02/98 02/25/97	*	39	33	27	12	21	132
JEANNE JUGAN RESIDENCE	10/29/98 10/16/97 10/21/96	*	37	30	24	12	21	124
SOUTH HADLEY								
MEADOWOOD NURSING HOME	04/27/98 07/01/97 05/31/96	*	25	9	26	12	20	92

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MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
SOUTHBRIDGE								
PROVIDENCE HSE N HME OF SOUTHBRIDGE	12/10/98 02/25/98 03/03/97	*	33	30	27	12	21	123
SPRINGFIELD								
CHAPIN CENTER	09/17/98 09/10/97 07/31/96	06/16/98	32	25	21	10	21	109
OLYMPUS SPECIALTY HOSP SPRGFLD LTCU	02/20/98 02/04/97 02/28/96	06/25/98	24	25	26	12	21	108
PINE MANOR NURSING HOME	09/08/98 07/23/97 07/17/96	06/19/98 05/11/98	23	29	26	12	20	110
REEDS LANDING HEALTH CENTER	11/12/98 09/11/97 09/18/96	*	33	32	24	10	20	119
RING NURSING HOME/EAST	11/24/98 11/12/97 11/04/96	*	31	18	24	12	20	105
RING NURSING HOME/RIDGEWOOD	09/16/98 09/25/97 09/12/96	06/09/98	32	27	23	12	20	114
SPRUCE MANOR NURSING HOME	11/02/98 09/15/97 09/09/96	09/30/98	36	30	27	12	19	124
STONEHAM								
BEAR HILL NURSING CTR AT WAKEFIELD	01/22/99 04/16/98 06/25/97	*	39	33	27	12	21	132
STOUGHTON								
BLUE HILLS ALZHEIMER'S CARE CENTER	09/21/98 07/22/97 07/10/96	*	39	33	26	12	21	131
COPLEY AT STOUGHTON NURS CARE CTR	12/23/98 12/24/97 11/22/96	*	37	31	23	12	21	124

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DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
STOUGHTON								
GODDARD CTR FOR TRANSITIONAL CARE	07/28/98 06/06/97 04/19/96	*	39	33	27	12	21	132
NEW ENGLAND SINAI HOSPITAL TCU	03/26/99 02/12/98 05/15/97	*	39	33	27	11	21	131
SUDBURY								
SUDBURY PINES EXTENDED CARE	12/03/98 11/06/97 11/14/96	*	38	33	27	11	21	130
WINGATE AT SUDBURY REHAB AND SNR	10/06/98 07/29/97 07/26/96	07/16/98	35	27	27	12	20	121
SUNDERLAND								
COZY CORNER NURSING HOME, INC.	10/19/98 12/08/97 03/07/97	*	37	23	25	11	21	117
SWAMPSCOTT								
JEWISH R CTR FOR THE AGED OF THE NS	12/14/98 11/17/97 01/15/97	*	39	31	27	11	20	128
SWANSEA								
COUNTRY GARDENS SKLD NUR & REHAB CT	03/20/98 01/08/97 03/13/96	*	39	33	27	12	21	132
TAUNTON								
LONGMEADOW OF TAUNTON - A SKLD FAC	12/08/98 12/08/97 12/05/96	*	37	25	21	11	20	114
MARIAN MANOR OF TAUNTON	10/08/98 07/29/97 04/22/96	*	39	33	27	12	21	132
TAUNTON NURSING HOME	09/25/98 09/24/97 09/04/96	*	38	33	27	12	21	131

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
TAUNTON								
WEDGEMERE REHAB & NURSING CENTER	10/13/98 10/08/97 10/29/96	*	38	30	26	11	21	126
TEMPLETON								
BALDWINVILLE NURSING HOME	02/11/99 05/05/98 03/28/97	*	35	33	26	12	21	127
TEWKSBURY								
BLAIRE HOUSE LTCF OF TEWKSBURY	02/26/99 06/03/98 06/05/97	*	29	25	24	11	20	109
UPTON								
UPTON NURSING CENTER, INC.	09/14/98 06/20/97 06/05/96	*	39	33	27	12	21	132
WAKEFIELD								
CTR FOR OPTIMUM CARE, WAKEFIELD (TH	09/16/98 09/09/97 10/01/96	02/18/99	35	30	25	11	20	121
GREENWOOD NURSING & REHAB CENTER	02/10/99 01/29/98 12/18/96	06/09/98	38	33	24	11	21	127
KIRKWOOD NURSING HOME	03/18/99 05/06/98 02/20/97	*	34	29	26	11	18	118
WALPOLE								
HARRINGTON HOUSE NUR & REHAB CENTER	08/05/98 08/05/97 07/22/96	*	38	33	27	12	21	131
WALTHAM								
JOSEPH G. RILEY, M.D. TCU (THE)	08/07/98 05/02/97 04/04/96	*	39	33	27	12	21	132
LARCHWOOD LODGE NURSING HOME, INC.	03/05/99 03/25/98 04/09/97	*	36	33	27	12	21	129

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WALTHAM								
MARISTHILL NURSING & REHAB CENTER	09/29/98 08/22/97 08/20/96	*	39	33	27	12	21	132
MARQUARDT NURSING CENTER	05/26/98 05/13/97 04/11/96	08/11/98	31	32	27	12	21	123
MEADOW GREEN NURSING HOME	08/12/98 05/20/97 05/21/96	*	38	30	26	12	21	127
PIETY CORNER NURSING HOME, INC.	01/05/99 11/26/97 12/04/96	06/03/98	39	30	24	12	21	126
RESERVOIR CENTER	08/20/98 06/02/97 05/07/96	*	38	24	26	12	21	121
WAREHAM								
FORESTVIEW NURSING HOME OF WAREHAM	12/22/98 11/24/97 01/13/97	*	37	32	26	11	21	127
MILLBROOK NURSING & REHAB CENTER	02/24/99 12/04/97 10/03/96	*	38	32	24	12	20	126
TRANS CARE UNIT @ TOBEY HOSPITAL	11/25/98 01/12/98 03/11/97	*	39	33	27	12	21	132
WASHINGTON								
MAPLEVIEW NURSING HOME	11/25/98 12/04/97 10/30/96	*	35	25	26	12	21	119
WATERTOWN								
CHARLESGATE MANOR CONV HOME, INC.	04/27/98 06/02/97 04/23/96	*	33	23	23	11	21	111
WAYLAND								
KATHRYN BARTON NURSING HOME	05/19/98 07/09/97 07/15/96	*	39	27	27	12	21	126

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WAYLAND								
WAYLAND NURSING & REHAB CENTER	03/16/99 02/10/98 03/11/97	*	36	27	27	12	20	122
WEBSTER								
OAKWOOD REHAB & NURSING CENTER	12/01/98 11/10/97 11/14/96	*	35	29	26	12	21	123
OLYMPUS HEALTHCARE CTR-LANESSA	11/19/98 12/16/97 01/24/97	*	39	33	27	12	21	132
OLYMPUS HEALTHCARE CTR-WEBSTER	12/23/98 02/12/98 04/18/97	*	36	31	27	12	21	127
WELLESLEY								
ELIZABETH SETON RESIDENCE	04/22/98 05/06/97 05/01/96	*	39	33	27	12	21	132
NEWTON & WELLESLEY ALZHEIMER CENTER	03/10/98 05/08/97 04/25/96	*	39	33	27	12	21	132
WELLESLEY HEALTH & REHAB CENTER	10/02/98 08/13/97 07/10/96	06/23/98	27	25	27	12	20	111
WEST BOYLSTON								
OAKDALE REHAB & SKILLED NURS CTR	05/04/98 02/25/97 04/22/96	*	39	27	24	12	21	123
WEST BRIDGEWATER								
LIFE CARE CTR OF WEST BRIDGEWATER	03/23/99 02/24/98 02/06/97	02/22/99 11/12/98	36	21	26	12	21	116
WEST BROOKFIELD								
QUABOAG ON THE COMMON	12/31/98 02/17/98 02/11/97	*	38	33	27	12	21	131

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WEST SPRINGFIELD								
CENTER FOR REHAB & NURSING CARE	03/31/99 03/10/97 05/09/96	*	36	27	26	12	21	122
RIVERDALE GARDENS REHAB & NURS CTR	12/14/98 10/16/97 10/09/96	*	27	21	26	12	21	107
WESTBOROUGH								
BEAUMONT REHAB & SKILLED NURS CTR	11/25/98 12/10/97 01/07/97	*	39	32	26	12	21	130
WESTBOROUGH HEALTH CARE CENTER	02/23/99 12/31/97 02/18/97	*	39	33	27	12	21	132
WESTFIELD								
CTR FOR OPTIMUM CARE WESTFIELD	10/14/98 08/29/97 09/18/96	*	35	30	25	12	21	123
GOVERNORS CENTER	10/21/98 11/03/97 11/12/96	*	36	29	25	11	20	121
RENAISSANCE MANOR OF WESTFIELD	10/27/98 12/01/97 12/17/96	03/24/99	33	21	23	11	18	106
WESTFORD								
WESTFORD COURT	09/22/98 08/14/97 08/05/96	04/30/98	39	32	26	11	21	129
WESTON								
CAMPION HEALTH CENTER, INC.	03/01/99 12/11/97 01/08/97	*	36	33	27	12	21	129
WESTON SENIOR CARE CENTER	07/28/98 08/05/97 07/11/96	06/04/98	38	30	24	12	21	125
WESTWOOD								

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Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WESTWOOD								
CLARK HOUSE NURS CTR @ FOX HILL VLG	03/04/99 02/04/98 03/13/97	*	39	31	27	12	21	130
WEYMOUTH								
COLONIAL NURSING & REHAB CENTER	12/22/98 01/12/98 10/17/96	*	37	29	24	10	19	119
LOGAN NURSING & REHAB. CENTER	01/06/99 11/26/97 12/05/96	*	36	29	25	12	20	122
POND MEADOW HLTHCARE FACILITY, INC.	07/29/98 08/28/97 05/20/96	11/04/98	37	33	26	12	20	128
POPE NURSING HOME	10/29/98 11/17/97 11/06/96	*	39	33	27	10	21	130
SAMUEL MARCUS NURSING HOME	07/22/98 07/08/97 06/14/96	*	38	33	27	11	21	130
SUNRISE CARE & REHAB FOR WEYMOUTH	10/29/98 11/05/97 01/17/97	09/22/98 06/05/98	23	28	17	11	20	99
TRANS CARE CTR @ SOUTH SHORE HOSP	03/01/99 04/23/98 04/17/97	*	37	33	27	12	21	130
WILBRAHAM								
LIFE CARE CTR OF WILBRAHAM, A LTCF	01/12/99 10/14/97 01/02/97	10/01/98	12	-3	21	8	17	55
WINGATE AT WILBRAHAM R&SN RESIDENCE	09/30/98 08/04/97 05/13/96	03/19/99	34	24	26	12	21	117
WILLIAMSTOWN								
SWEET BROOK	11/06/98 01/05/98 02/03/97	*	38	27	26	12	20	123

* No key deficiencies cited as a result of complaint investigations in the reported time period.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WILLIAMSTOWN								
WILLOWOOD NURS HOME OF WILLIAMSTOWN	09/28/98 09/10/97 08/22/96	*	33	32	24	12	20	121
WILMINGTON								
SUNRISE CARE & REHAB FOR WILMINGTON	09/29/98 09/11/97 09/25/96	*	36	27	27	12	21	123
WOODBRIAR OF WILMINGTON REHAB & SNC	02/12/99 03/31/98 06/06/97	*	37	32	25	10	21	125
WINCHESTER								
ABERJONA NURSING CENTER, INC.	01/12/99 10/27/97 01/06/97	*	37	33	27	12	21	130
WINCHESTER HOSPITAL TCU	09/30/98 08/21/97 08/09/96	*	39	33	27	12	21	132
WINCHESTER NURSING CENTER, INC.	09/14/98 08/19/97 08/05/96	*	37	32	27	10	21	127
WINTHROP								
CTR FOR OPTIMUM CARE, BAY VIEW (THE	08/24/98 09/10/97 08/15/96	*	37	31	26	11	19	124
CTR FOR OPTIMUM CARE, WINTHROP (THE	09/21/98 09/22/97 09/17/96	*	38	32	26	12	21	129
GOVERNOR WINTHROP NURSING HOME	10/29/98 09/09/97 07/17/96	*	29	25	25	12	20	111
WOBURN								
WOBURN NURSING CENTER INC	03/03/99 05/06/98 07/24/97	*	37	27	23	11	20	118
WORCESTER								

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MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
			WORCESTER					
BEVERLY HEALTHCARE-HERMITAGE	10/27/98 09/11/97 09/24/96	*	35	27	26	12	21	121
BLAIRE HOUSE LTCF OF WORCESTER	04/24/98 04/07/97 04/19/96	*	29	18	24	12	20	103
CHRISTOPHER HOUSE OF WORCESTER	02/11/99 05/12/98 05/27/97	*	34	28	25	12	21	120
GREENERY EXTENDED CARE CENTER	06/25/98 06/10/97 04/30/96	03/03/99	35	33	26	8	21	123
HOLY TRINITY EASTERN ORTHOD N&R CTR	11/09/98 09/12/97 09/13/96	*	36	30	27	12	21	126
INTEGRATED HS OF GT WORC AT MI HILL	04/06/98 07/17/97 09/03/96	03/26/99	27	18	27	12	21	105
JEWISH HEALTHCARE CENTER	07/29/98 06/24/97 06/18/96	*	39	33	27	12	21	132
KNOLLWOOD NURSING CENTER	08/25/98 06/30/97 06/20/96	*	29	21	25	12	21	108
LINCOLN CENTER	03/15/99 12/10/97 09/16/96	01/13/99 04/07/98	35	24	27	12	21	119
LUTHERAN HOME OF WORCESTER, INC.	02/12/98 02/06/97 03/25/96	*	35	33	27	12	21	128
NOTRE DAME LONG TERM CARE CENTER	03/23/99 06/01/98 06/16/97	*	37	33	26	12	21	129
ODD FELLOWS HOME OF MASS, INC.	03/16/98 05/21/97 07/03/96	12/30/98	35	27	27	12	21	122
OLYMPUS HEALTHCARE CTR - WORCESTER	04/30/98 05/05/97 05/30/96	02/12/99	6	15	25	11	21	78

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MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WORCESTER								
OUR LADY OF MERCY HLTH CRE CTR INC	02/23/99 05/11/98 05/12/97	*	39	33	27	12	21	132
PROVIDENCE EXTENDED CARE CENTER	02/01/99 12/31/97 10/08/96	06/04/98	39	33	27	12	21	132
SAINT FRANCIS HOME	03/16/99 06/02/98 06/04/97	*	39	33	27	12	21	132
SALISBURY NURSING & REHAB CTR INC	08/11/98 07/23/97 07/16/96	10/16/98	37	27	27	12	21	124
ST MARY HEALTH CARE CENTER	11/12/98 11/14/97 11/25/96	*	24	29	25	12	21	111
SUNRISE CARE & REHAB FOR WORCESTER	01/28/99 02/09/98 02/26/97	11/02/98	33	18	25	12	20	108
SUNRISE CARE & REHAB-HAMMOND HOUSE	07/14/98 04/02/97 01/30/96	*	38	27	26	12	21	124
SUNRISE CRE & REHAB - SPRING VALLEY	05/07/98 05/21/97 07/17/96	*	36	29	26	12	20	123
TRANS CARE CTR @ ST VINCENT HOSP	10/14/98 01/06/98 10/17/96	*	38	33	27	12	21	131
UNIVERSITY COMMONS NURSING CARE CTR	02/27/98 06/09/97 07/11/96	*	24	21	24	12	21	102
WAYSIDE CENTER	02/04/99 05/21/98 07/31/97	*	33	31	25	12	21	122
WEST SIDE HOUSE LONG TERM CARE FAC	12/23/98 10/01/97 12/20/96	*	37	31	27	12	21	128
WRENTHAM								

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MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH
DIVISION OF HEALTH CARE QUALITY
SURVEY PERFORMANCE TOOL FOR MASSACHUSETTS NURSING HOMES

Facility	Standard Survey Dates	Complaint Invest-gation(s)*	Admini-stration	Nursing	Resident Rights	Food Services	Environ-ment	Total
WRENTHAM								
MAPLES REHABILITATION & NURSING CTR	08/13/98 05/13/97 05/13/96	*	39	30	27	12	21	129
SERENITY HILL NURSING HOME, INC.	08/27/98 06/23/97 06/24/96	*	37	31	27	12	21	128
SHELDONVILLE MANOR NURSING HOME	11/04/98 01/08/98 02/06/97	*	39	33	27	12	21	132
YARMOUTH								
MAYFLOWER PLACE NURSING CENTER	11/25/98 08/11/97 05/17/96	*	39	32	27	11	21	130
WINDSOR NURSING & RETIREMENT HOME	10/29/98 09/09/97 09/19/96	08/11/98 04/07/98	32	26	17	11	17	103

* No key deficiencies cited as a result of complaint investigations in the reported time period.